

MEMORANDUM

TO: Administrators and Directors of Long Term Care Health Facilities, Assisted Living Programs and Elder Group Homes

FROM: State Long-Term Care Ombudsman's Office

SUBJECT: Email Distribution Lists (listserv), New Website, Volunteer Ombudsman Program (VOP), Office of Substitute Decision Maker

DATE: July 31, 2013

The Office of State Long-Term Care Ombudsman would like to share the following:

1. **Listserv:** Our Office sends out monthly emails to communicate with you and share information via a listserv or email distribution list. These e-mails come in the form of a communique from the Office of the State Long-Term Care Ombudsman. We hope you are receiving these messages, but if not, you can still be added. To ensure you receive these communiqués contact Katie Mulford, Administrative Assistant, at 866-236-1430 or Katie.Mulford@iowa.gov to be added to our list.
2. **Revised website:** The Department on Aging and the Long-Term Care Ombudsman's Office have a new website. Check out the new [Iowa Department on Aging website](#) and the [Long-Term Care Ombudsman's Office website](#).
3. **Volunteers:** Due to legislation passed in 2012, the Long-Term Care Ombudsman's Office began the transition from the current Resident Advocate Committee (RAC) volunteer program structure to a Certified Volunteer Long-Term Care Ombudsman Program (VOP). The goal of the volunteer program has not changed. These volunteers serve as an advocate for the resident and are representatives of the Long-Term Care Ombudsman's Office. Visit the [Volunteer Ombudsman Program \(VOP\) website](#) for more information. For more details regarding VOP, you may contact the Volunteer Ombudsman Program Coordinator, Merea Bentrott at 515-344-0052 or Merea.Bentrott@iowa.gov.

As of July 1, 2013, Resident Advocate Committees (RAC) are no longer permitted to act as representatives of the Long-Term Care Ombudsman's Office. This is due to a change in Iowa law. Our office is currently working with the former RAC members to offer an opportunity to volunteer under VOP.

4. **Substitute Decision Maker:** Our office is compiling examples of situations encountered in long term care to illustrate the need for an Office of Substitute Decision Maker, which would serve as an attorney-in-fact under power of attorney, guardianship, or conservatorship for those in need. Please share specific substitute decision maker challenges you have encountered by e-mailing a brief summary of the situation to either: Pamela.Railsback@iowa.gov or Jennifer.Golle@iowa.gov.